

PRIVATE NURSING SERVICES

Patient & Family Handbook



مؤسسة حمد الطبية
Hamad Medical Corporation

صحة • تعليم • بحوث
HEALTH • EDUCATION • RESEARCH

Welcome to Private Nursing Services

Thank you for trusting us with your care. Rest assured: You are in good hands.

Please know that your health and well-being are our top priorities. We want your experience to be as safe, comfortable and positive as possible. You are an important part of our health care team. We urge you and your family to take an active role in your care to ensure that we meet your specific needs.

This patient and family handbook was created by Private Nursing Services staff with valuable input from patients and family members—to anticipate your concerns. Use it to help guide you through the service. If you have any questions about our services, policies or other information in this guide, please don't hesitate to ask one of our staff.

We are looking forward to delivering safe, compassionate and effective care for every one of our patients.


Thank you again for choosing Private Nursing Services for your nursing needs.

Sincerely,



Nadya Al Rauili
Executive Director
Private Nursing Services and Home Health Care Services

About Us

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- A member of Hamad Medical Corporation, operating as a division of the Continuing Care Group.
 - Profesional nursing service renders compassionate holistic nursing care in community settings.
 - Tailoring services to meet patients' needs, in partnership with families, to ensure safe and high quality of patient care.

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Quick Guide to your Admission process:

Upon signing the Acknowledgment of Private Nursing Services (PNS) Terms for Qatari Patients and determining specialty nursing staff availability, please be advised of the following process:

An SMS will be sent to you with the assigned Nursing Outsourcing name and contact details. The assigned Nursing Outsourcing Agency will communicate with you to set a date and time for the initial assessment visit.

What is the initial assessment visit and why?

The first visit from the assigned Nursing Outsourcing Agency is designed to determine the immediate care and support needed for the patient.

- It should be conducted within two working days upon you signing the Acknowledgement Form
- The Nursing Outsourcing Agency will introduce the assigned staff, explain their previous experience, competencies, along with their Health Professions Department (DHP) license.
- The Nursing Outsourcing Agency will also meet with your identified care partner and involve them in your care plan.

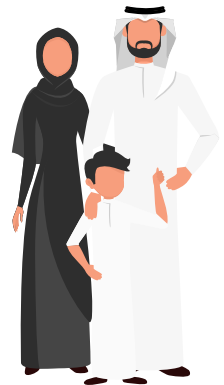


Patient bill of rights and responsibilities

1. Receive treatment in licensed facilities and from practitioners who are licensed to practice in the State of Qatar.
2. Access healthcare services regardless of race, religion, nationality, beliefs, values, language, age or disability.
3. Seek a second opinion without fear of compromise to their care within or outside HMC by informing the treating physician.
4. All patients have the right to:
 - 4.1 Be informed about the treatment and services prior to receiving care.
 - 4.2 Receive respectful and considerate care at all times, maintaining the patient's personal dignity.
 - 4.3 Participate in the development, implementation, and revision of their plan of care, treatment and services.
 - 4.4 Make the decision to withhold or withdraw treatment.
 - 4.5 Be given an appropriate and effective grievance support mechanism.
 - 4.6 Receive education that is appropriate to their age, cognitive level and care needs.
 - 4.7 Receive timely pain assessment and management.
 - 4.8 Be free from restraint or seclusion unless medically necessary.
 - 4.9 Give consent prior to participating in research.
 - 4.10 The patient has the right to receive information about medical treatment which involves and may be used for purposes of research.
 - 4.11 Refuse to participate in research, with the assurance that care shall not be adversely affected by such a refusal.



- 4.12 Receive detailed explanation of their bill in a way that can be understood.
 - 4.13 Have physical privacy during a medical examination and treatment.
 - 4.14 Have a person of one's own gender present during certain parts of the physical examination treatment or procedure.
 - 4.15 Have their medical record read only by individuals directly involved in their care as authorized.
 - 4.16 Have all records pertaining to his or her medical care treated as confidential.
 - 4.17 Have a family member notified of his/her emergency admission to the hospital.
 - 4.18 Select a legal representative or legal guardian to be present during the presentation of medical information.
 - 4.19 Receive information in a language they understand.
 - 4.20 Know the name and specialty status of his/ her healthcare provider directly providing care and/or service.
 - 4.21 Have, upon request an access to additional information on the treating physician responsible for patient care.
5. The patient has the right to receive appropriate and optimum quality of care.
 6. The patient has the right to know about options for organ, tissue or eye donation, when patient request.
 7. Express a concern or a complaint regarding the quality of care, and/ or service received by filling in the comment card and/ or approaching to PNS department.
 8. Be informed on the PNS mechanism for initiation, review and resolution of complaint.
 9. Participate in the development, implementation, and revision of their plan of care, treatment and services. As your provider we aim continuously to improve the quality of patient care and meet your expectations.



Our Commitment to You

Nondiscrimination Promise

It is the policy of Private Nursing Services to provide services to all Qataris, regardless of age, physical disability, and socioeconomic status.


Your Health and Safety

Our healthcare partnership begins with our commitment to your safety. Patients who are involved with their care heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer.

Patient Identification

All patients must be identified by his/her full name and health care number at the time of admission, during home visit, change staff, during each shift, before administering medication and any prior procedures.

Patient and responsible family members must be actively involved in the identification process and shall be educated on the importance of correct patient identification.



YOUR CARE AND TREATMENT



Preparing for your stay

Be an Informed Patient

We believe that the more you know about your condition, the more likely you are to take an active role in your own care and recovery, so we strive to involve and educate you and your family throughout your admission and care. Please feel free to ask questions as many times as you need to review your care plan and goals upon your admission.



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You need to understand your goal/care plan. Don't hesitate to ask questions as many times as you need to.

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You have the right to

Receive information about your health, treatment, and care plan to empower you to participate more effectively in healthcare and make appropriate decisions about your health.

This information will be provided in a way that you can understand with consideration of your:

- Preferred language
- Health literacy level
- Preferred learning style

Patient Passport


We honor your choices about the care you receive. The patient passport has all your personal and medical information to support you during transition of care or travelling abroad, as your voice and preferences matters to us.

My Care Passport

“We remember their love when they can no longer remember.”

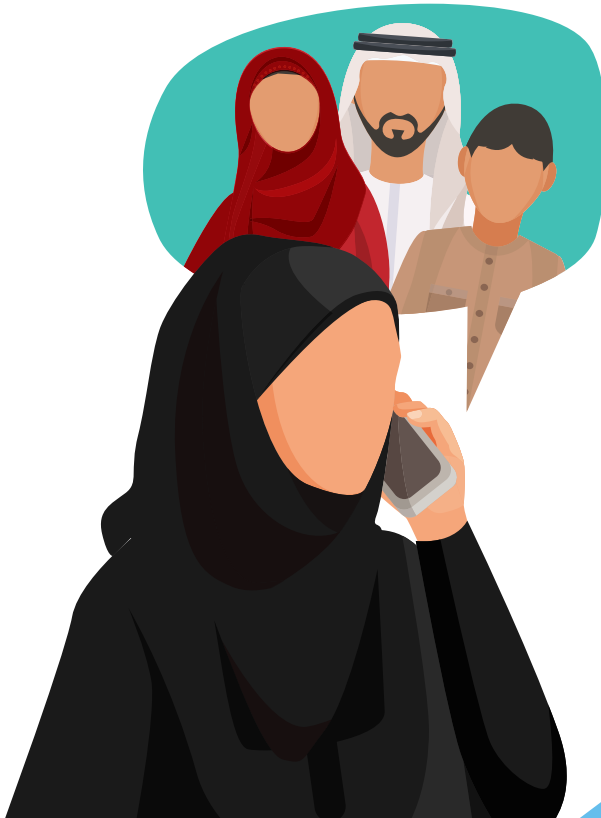
To improve our role to support people with Dementia, please help your primary nurse in completing the care passport that incorporates care preferences and routines of your beloved one. It meant to effectively engage, improve communication with your loved ones and the health care team during transition of care or travelling abroad.

As we have shifted toward more personalized-centered care, we have adopted an interdisciplinary approach in assessing your need and care planning. In coordination with HHCS, your assigned nurses will sit together with you to discuss your goals and develop your care plan to ensure better outcome and satisfaction. This will enhance collaboration among healthcare providers, especially between physicians, nurses, and your other interdisciplinary care team to ensure that you get the best possible outcome and care.



We support you in making decisions related to your care

Shared decision making with your assigned staff will result in treatment plans to better reflect your goals; increase your satisfaction, improve care communication, reflect your care preferences, ensures more favorable health outcomes, and decrease your anxiousness.



Bedside Shift Report:

- You should be involved during a handover between your healthcare providers.
- Assigned staff shall explain to you the handover between them if you agree to be involved.
- Participating in discussions is an opportunity to make important decisions about your care.
- Your involvement and contribution are highly appreciated by the healthcare team.

You have the right to

View your personal health information during a care episode and/or treatment, and to be informed about your medical condition.

- Your Medical Record will be provided to your assigned nurse upon admission and is also available for you to read and contribute to your care plan.
- Staff will ask you about your preference to view your health information.
- You decide whom you want to share your healthcare information with.



You have the right to

Be assessed for social needs to identify any potential social or behavioral barriers/ challenges that may affect your health in adopting healthy behaviors, accessing health care, and in achieving your health goals.

- This will include the availability of resources to meet daily needs, safe housing, food, access to healthcare service, community- based resources, and transportation options.
- Once needs are identified and, if required, you will be referred to Social Service for assessment and support.

Understand Your Medications.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks and activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

Always ask about any medicine you don't recognize before you take it.



Visitation and Care Activities

Our first priority is your safety and well-being, including ensuring sufficient time for rest. Plan with your nurse visiting priorities and time that are flexible and designed to be in the best interest of you and your loved ones.

We appreciate the importance and role of your family and loved ones in your care. Hence, patient/responsible family members shall identify who to be present during patient's appointments, procedures, treatment or nursing care activities such as bathing, other personal care and handover.

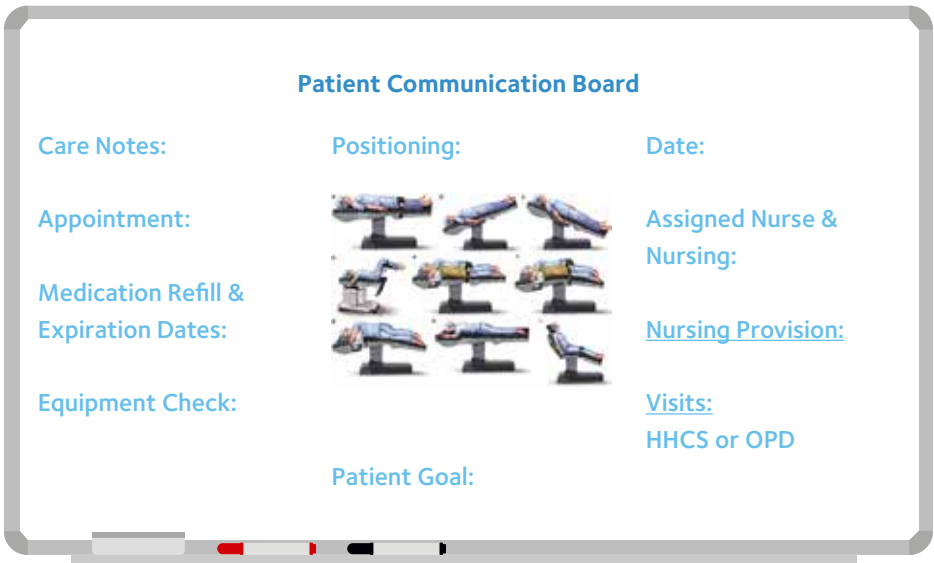


Care Communication

Communication Board (Whiteboard)

A white communication board will be used for your daily care highlights where you can have an input in your care plan.

The board will be placed in an accessible and confidential area with easy access for you, your nurses and family. On it, your nurse writes the names of staff members who will be working with you each shift and each day. Your nurse will also list your goals and activities for each day. Please review your whiteboard with your nurse.



Preventing Infections



Clean your hands and remind others to clean theirs too. Use hand sanitizer gel to do hand rubbing for 20 to 30 seconds and do hand washing with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 40- 60seconds.



Health care providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling body fluids. Don't hesitate to remind your care team members to clean their hands or wear gloves.



Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.



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Prevent infection by washing your hands or using hand sanitizer often. And don't hesitate to remind your care team members to do the same.

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Care Partner Program:

Your loved one who is sick may need special support and care. You can be that extra support for them by volunteering as a partner in their daily care as they journey towards optimal wellbeing. You are not only serving your loved one but working together with the health team and this collaboration is important for support and will play a vital role in helping manage problem and concerns.

- Patient/Responsible family member shall identify his/her Care Partner upon starting the service.
- The assigned nurse will do health literacy assessment, identify the needs and support through Private Nursing Services and Home Health Care Services Care (HHCS) Partner Program.
- Education materials will be provided.
- Patient / Family health teaching will be given.



Care Partner Advantages

- Increase family involvement and patient satisfaction
- Increase knowledge and minimize anxiety
- Meet patient's expectations
- Decrease feelings of isolation, fear, and neglect
- Create a family environment
- Improve pain management
- Encourage uninterrupted sleep
- Ensure safe living environment during care
- Enhances sleep

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We invite you and your family to join us as active members of your care team to help you heal better. Your questions are our priority.

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Your Wish is Our Concern

Your comfort and satisfaction are our priority.

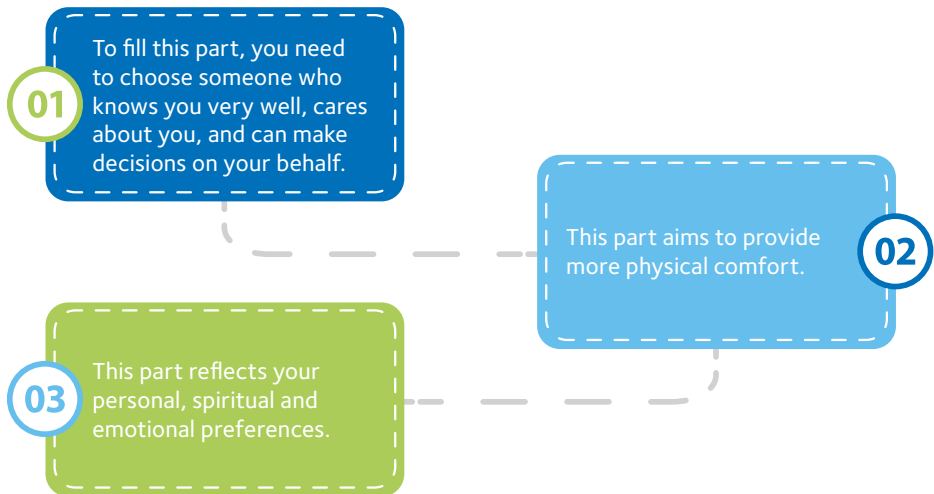
We let you choose how you want to be treated, especially during the more challenging times.

This will help your family and loved ones to focus on the fundamentals that matter most, like values and personal goals, rather than on specific treatments or medical procedures.

It also helps you describe what good care means to you, whether you are seriously ill or not. It allows your care partner to know exactly what you want.



Care Wishes lets your family and doctors know more and support your choices:




Service Feedback

We welcome your feedback. You may receive a survey during our team follow up visits. We would appreciate if you take a few minutes to complete it.

The survey helps us to ensure that we are delivering the best possible, patient and family centered care.

We also like to recognize our staff nurses for their outstanding work where appropriate, so if your nurse deserves praise, please include her/his name on this survey.



Complaint

You and your family member have the right to express concerns about the care you are receiving from the assigned nurse or Nursing Outsourcing Agency.

You are welcome to write your concern in the complaint form available in our office/ website. Rest assured that your complaint or concern is our priority a.n.d will be investigated by PNS management team.

You may also speak to patient representative in PFAC (Patient and Family Advisory Council)





Speak up is a collaborative effort between Private Nursing Services and Planetree, to encourage you and your family to be engaged in your integrated plan of care.

Speak up if you have any questions. If you don't understand, ask again.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate.

Know what medicines you take and why you take them. Education errors are among the most common health care mistake.

Use the Private Nursing Services survey to ensure safety and quality.

Participate in all decisions about your treatment plan. You are the center of the health care team.

Planetree is a non-profit organization that empower healthcare organizations to make the changes that are best for their patients, staff, and community. They believe that patients' rights are human rights and promote respect, preferences, compassion, kindness, caring and respect towards patients and healthcare workers. Planetree are in partnership with HMC and 5 facilities received certification in excellence in person-centered care

For more information on this initiative, please visit <https://community.planetree.org/home>

10 Things to know about our service

1

Staff preferences

Nurses will be assigned to you regardless of nationality or religion. We are unable to guarantee assigning Arabic speaking staff.

2

Extension request

An extension request should be completed 15 days before the last service date. Form are available in the PNS office/website. Please attach the required documents in order for us to process your request.

3

Change nurse/Nursing Outsourcing Agency request

Patient or family members should complete the form and provide acceptable reason for the change. The PNS will investigate and inform you of the final decision. Change request approval will depend on the investigation outcome done by PNS Department upon staff availability. The application form is available in PNS/Website or Nursing Outsourcing Agency

4

Home visit

Follow up or visits for any other reason will be arranged prior to the visit and confirmed through SMS one day ahead. Should you require to cancel or reschedule the visit please inform PNS the department prior of the visit.

5

Service upgrade

Please provide us with a new medical report to support your request. The form is available in the PNS office/website and Nursing Outsourcing Agency.

6

Communication

The method of communication from the PNS department with you will be Through SMS and phone call, you can communicate with us through phone calls, website or the Nursing Outsourcing Agency

7

Patient Medical Record

This Medical Record contains confidential information about your care and each patient will have his/her own medical record file that should be kept secure and accessible only by you, the assigned nurses, and responsible family members you have chosen to have access to it.

Within your medical record you can view the following:

- Vitals Sign Chart
- Nursing Care Plan
- Nursing Progress Notes
- Initial Assessment Form
- Daily Reassessment

The assigned nurse can give further explanation about your medical record content.

8

Nurse duties and responsibilities

8 Please be advised that your assigned nurse's duties and responsibilities are only limited to nursing care and only to the assigned patient. Assigned nurses are entitled for off-duty and may always rotate in order to ensure quality patient care provided at all times.

9

Supplies/ Consumables

We are not responsible for providing any supplies or consumables. Should you face any difficulties in obtaining supplies and consumables, please liaise with HHCS for further assistance.


10

Staff safety

This will be your responsibility and if any threat to our staff is identified, the service will be suspended directly until an investigation has been completed. You will be updated with the investigation outcome.

Our Community Partner

To ensure we are able to deliver the highest quality of care to our patients in the community, PNS is collaborating with leading community HMC care partners:

- Home Health Care Services.
 - RAHA National Alzheimer's and Memory Services
 - Mental Health Services
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Private Nursing Services

- ☎ (+974) 4025 3209 / 4025 3205
After 3pm or during weekends (On Call): 3346 4639
- ✉ privatenursingservice@hamad.qa

Home health care services

- ☎ 44390111

Community equipment department

- ☎ 4025 4764 / 4439 8835

Al Rumailah C-Store for maintenance and return back

- ☎ Office No: 4439 7392 / 4439 3109
Emergency after 3PM: 3313 1968

For any inquiries, concerns, complaints or suggestions related to our services, please contact Nesma'ak through 16060 or email them on nesmaak@hamad.qa

RAHA National Alzheimer's and Memory Services Helpline

- ☎ 4026-2222

Private Nursing Services Office Location:

Hamad Bin Khalifa Medical City Building 318 (1st floor)

Office Hours: Sunday–Thursday (7:00AM – 3:00 PM)